

Student Handbook 2020

OUR TRAINING. YOUR FUTURE



About Aurora Training and Professional Services Pty Ltd

Aurora Training and Professional Services Pty Ltd (RTO Code: 90966; ABN: 39 109 662 606) referred to in this document as “**Aurora Training and Professional Services**”, complies with the quality assurance and assessment standards agreed by Federal, State and Territory governments in Australia, under the Australian Quality Framework.

The registering authority, the Australian Skills Quality Authority (ASQA), monitors all RTOs and subjects each to regular external audits to verify adherence to these standards.

Aurora Training and Professional Services offers qualifications, skillsets or Statements of Attainment against their various scopes of registration across Australia. This allows Aurora Training and Professional Services to issue Students that successfully complete the training programs with a nationally recognised qualification.

From time to time, Aurora Training and Professional Services may also offer short non-accredited training courses which do not provide a nationally recognised qualification. You will be advised of the type of course you are enrolled in through both the course’s promotional material and at the time of enrolment.

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Contents

| | |
|--|----|
| About Aurora Training and Professional Services Pty Ltd..... | 1 |
| Welcome | 4 |
| Learning and Assessment..... | 5 |
| Your Learning Journey..... | 5 |
| Grades Description..... | 5 |
| Duration of Courses | 6 |
| Course Progress | 6 |
| Access, Attendance and Active Participation..... | 6 |
| Assessment Procedures | 6 |
| Assessment Methods..... | 7 |
| Flexible Learning Methodologies | 8 |
| Re-Assessment of Units | 9 |
| Working with Children | 9 |
| National Police Check..... | 9 |
| Student Support, Welfare and Guidance Services..... | 9 |
| Provision for Language, Literacy & Numeracy Assessment and Support | 10 |
| Time Management..... | 10 |
| Student Support Services – Important Contacts..... | 11 |
| Government Funded Training..... | 12 |
| Supporting Australian Indigenous Students | 12 |
| Student Selection, Enrolment and Induction..... | 13 |
| Admission Refusal | 13 |
| Enrolment and Course Orientation..... | 13 |
| Unique Student Identifier (USI)..... | 14 |
| Consumer Protection | 14 |
| Provision of Information | 14 |
| Protecting Fees being Paid in Advance | 14 |
| Withdrawing from your Course and Refunds | 15 |
| Complaints and Appeals..... | 15 |
| Complaints and Appeals Lodgment | 15 |
| Complaints Resolution/Assessment Appeals Resolution..... | 16 |
| Feedback | 16 |
| Protecting Personal Information..... | 16 |
| Discontinuance of training | 16 |
| Change of Address, Name or Contact Details..... | 16 |
| Course changes | 18 |

| | |
|--|----|
| Deferment of Studies | 18 |
| Course Transfer | 18 |
| Obligation to Recognise Qualifications and Statements of Attainment (Credit Transfer) | 19 |
| Recognition of Prior Learning (RPL) | 19 |
| Fees and Charges, including Refunds and Exemptions | 20 |
| Traineeships | 20 |
| Conditions of Eligible Refunds and Payment | 20 |
| Non-payment of Fees..... | 20 |
| Recovery of Outstanding Fees | 20 |
| Aurora Training and Professional Services Safe Learning Environment for Students and Staff | 21 |
| General Health and Well-Being..... | 21 |
| Alcohol and Drugs | 22 |
| Critical Incidents..... | 22 |
| Studying and Learning in an Ethical Manner..... | 23 |
| Plagiarism | 23 |
| Privacy and Freedom of Information | 23 |
| Access to Records..... | 24 |
| Issuing & Re-issuing Certificates or Statement of Attainment | 24 |
| Legislation and regulation governing Aurora Training and Professional Services..... | 25 |
| Harassment and Discrimination Policy | 25 |
| Racial Harassment..... | 25 |
| Sexual Harassment..... | 25 |
| Discrimination | 25 |
| Bullying..... | 25 |
| Victimisation | 25 |
| Anti-Discrimination Legislation | 26 |
| Harassment and Complaints Reporting Processes | 26 |
| National Vocational Education and Training Regulator Act 2011..... | 26 |
| Privacy Act 1998 as Amended..... | 26 |
| Freedom of Information Act 1982 | 26 |
| Introduction | 27 |
| Application of the Code of Conduct..... | 27 |
| Basic Principles of Conduct | 27 |
| A trainer or assessor is expected to:..... | 28 |
| Students and Clients: | 28 |
| Unacceptable behaviour | 29 |

Welcome

We are very pleased to welcome you to Aurora Training and Professional Services Pty Ltd (Registered Training Organisation Code: 90940). You would by now be either thinking about or have already enrolled with Aurora Training and Professional Services to undertake a training program.

This Handbook covers all aspects of being a Student at ***Aurora Training and Professional Services Pty Ltd***. Our team is committed to providing a pleasant, friendly environment for the duration of your study.

This Student Handbook aims to answer frequently asked questions about our services, training and assessment, and our policies and procedures. The Aurora Training and Professional Services team hopes you have a productive learning experience during your time here, one that is also fulfilling and fun!

Please take the time to carefully read through this Handbook. We are sure it will answer most, if not all, of your questions. If you still have questions after reading this Handbook, please do not hesitate to come and speak with us.

The Aurora Training and Professional Services team is committed to ensuring you receive the training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are. If at any point during your course you require any assistance or support, please discuss these needs with your Trainer or our staff who are here to help you.

If you have any special needs including language, literacy and numeracy, learning, mobility, visual impairment or hearing, you need to let us know as soon as possible, preferably at the start of the course. This will allow us to cater, as far as is possible, for any of these needs. We assure you that any information you provide us in relation to your needs will remain confidential and will only be used to support you in your learning journey.

If, for any reason, Aurora Training and Professional Services is unable to fulfil its agreement with you we will issue a refund for any services not provided, as detailed in our policies and procedures on our website.

We wish you every success!

Simone Hopwood & Don Wilcox (Directors)

Learning and Assessment

Your Learning Journey

Working within a Competency-Based Training and Assessment Framework for Accredited Qualifications

As a provider of vocational education and training (VET) accredited programs, Aurora Training and Professional Services delivers competency-based training and assessment. This means that you are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and underpinning foundation skills, that a person needs to perform a task effectively in the workplace.

The Student's ability to perform in a range of situations forms part of assessment and these skills are referred to collectively as the dimensions of competency, where the Student must be able to demonstrate:

- **Task skills** – completing tasks to the required standard.
- **Task management skills** – managing several different tasks at once to complete the whole job function.
- **Contingency management skills** – appropriately responding to problems and unforeseen events when completing a task.
- **Job/role environment skills** – dealing with the responsibility and expectations of the work environment, such as working with others, interacting with clients and following procedures.
- **Transfer skills** – transferring the skills and knowledge to different contexts/environments.
- **Foundation skills** - a set of skills that also forms part of the assessment decision. Employability skills are those generic skills gained throughout work and life experiences that are required in most jobs by most of today's employers. A Student must show they have these skills and can perform at a certain level as outlined in the competency standards. The employability skills are:
 - Communication
 - Teamwork
 - Problem-solving
 - Initiative and enterprise
 - Planning and organising
 - Self-management
 - Learning and technology.

Aurora Training and Professional Services offers vocational education in several disciplines, including Management and Business Services, Care Services and Transport and Logistics. Aurora Training and Professional Services has policies and procedures to create a safe and healthy learning environment that is friendly, diverse and non-discriminatory.

Our Trainers are experienced industry professionals who are committed to supporting you in meeting your course requirements. All Trainers are required to provide Aurora Training and Professional Services with evidence of industry currency, competency and professional development throughout the year.

Grades Description

The following grades will be issued on your final Student Record of Training as part of your course certification. Further information about each is available within this Student Handbook.

- **Competent:** awarded when a Student demonstrates the ability to perform skills and tasks that meet the training package requirements and industry sector standards.

- **Not Yet Competent:** awarded when a Student does not yet have the ability to perform/demonstrate skills and tasks that meet training package requirements and industry sector standards.
- **Credit Transfer:** transfer credit for unit(s) obtained from any other RTO
- **Recognition of Prior Learning (RPL):** granted when a Student successfully completes an RPL assessment for the unit of competency through the skills recognition pathway.
- **Approved Leave:** approved leave granted for the study period.

Duration of Courses

All enrolments have a maximum duration and you need to complete the course within the specified enrolment duration to avoid additional fees. Students who do not complete all units within the maximum timeframe will receive a Statement of Attainment listing the units they have completed.

Course Progress

Aurora Training and Professional Services aims to see all Students succeed and to stay on track and not fall behind. We encourage all Students to do the following:

1. Attend a minimum of 85% of classes to learn from your Trainer and fellow classmates
2. Actively participate in your learning by asking questions of you Trainer and seek clarification on topics, where needed
3. Always undertake any self-study required of you. This will be assigned by your Trainer and maybe online and/or require you to access the Internet.

Access, Attendance and Active Participation

A large amount of Aurora Training and Professional Services' delivery of learning is undertaken in a classroom environment, supported with a range of student-led activities that reinforce and supplement the classroom experiences.

Attendance does not only mean being present in a face-to-face class for the duration of class, but also means agreed engagement in directed and self-directed learning activities, tutorial groups, online interactive classrooms, work placements, and other situations which requires a physical presence by the Student. For students enrolled in the LMS [online *Learning Management System*], attendance means students must log into the LMS on a regular basis to coincide with the nominal hours for each unit.

Active participation in learning involves the Student's demonstrated commitment to the learning tasks and activities. This could be engagement in, and completion of, online learning tasks within agreed timeframes, evidence of research into a topic for online group discussions, projects, portfolios, the willingness to engage in group or Trainer sessions (e.g. blogs) and workplace learning activities. This also includes completing directed, self-directed activities and homework outside of class times.

Active participation in assessment may be indicated by the Student's efforts in gathering appropriate evidence and submitting and/or presenting an assessment on time and in the required format.

All Students at Aurora Training and Professional Services must abide by our Attendance Policy. Your attendance and active participation in all activities helps you to prepare for your assessments. Should you be absent from your class, it is your responsibility to contact either your Trainer/Assessor or Aurora Training and Professional Services office to advise on the day of being absent, or earlier where circumstances allow. If you are ill, you may be asked to produce a medical certificate. **It is your responsibility to catch up on your missed work.**

You are preparing for the world of work whilst you are studying with Aurora Training and Professional Services, so it is important to have made back -up plans to support you attending your training.

Assessment Procedures

During your course of study, you will be required to demonstrate you have gained the knowledge and skills required to receive the qualification. This process is broadly called "Assessment".

You will be informed at the commencement of your course of the types of assessment you must complete during the course. Students are assessed in a Competency Based Training (CBT) mode and must satisfactorily complete all assessment items to be rated as competent in a unit. This will include, where applicable, all theory and practical assessments.

Qualified Trainers and assessors will be responsible for assessing your competence.

Assessors are required to:

- Be assured assessments are fair, flexible, valid and reliable and the evidence collected is valid, sufficient, authentic and current.
- Be proficient in the field of study, with relevant industry experience and to be up to date with assessment methods and procedures appropriate for the Students and learning environment
- Negotiate any requirement for reasonable adjustment with the Student. Any request for reasonable adjustment needs to be justified and must uphold the integrity and the academic standard of the qualification. Reasonable adjustment may relate to the type of assessment and evidence required, assessment delivery mode, anti-discrimination principles, and the needs and circumstances of Students
- Advise Students, with sufficient time, regarding upcoming assessment(s)
- Provide the Students with the assessment criteria/context and purpose of the assessment
- Advise Students of the Recognition for Prior Learning (RPL) processes
- Make assessment decisions based on explicit evidence of competency
- Expedite assessment to avoid unnecessary delays, allowing for the readiness of the Student

Assessment Methods

The following are some of the assessment methods which may be used to confirm your competency in your course. Your Training Plan will provide details of the actual range of assessment methods to be used in your course to assess your competency.

Demonstration (role-play, simulations, scenario, on-the-job) – Students may demonstrate practical application of knowledge and skills either in a work environment or simulated setting. The Assessor will use a competency or observation checklist to check the Student's demonstrated skills to match the essential performance criteria.

Multiple choice assessment (online or face-to-face) – this includes multiple choice, true/false and / or tick-a-box questions that may be marked automatically by the LMS and provide the Student with immediate feedback or be marked by an Assessor. Students are generally allowed up to three attempts at these questions. These assessments focus on your knowledge of the learning topic.

Written assessments including case studies (online or face-to-face) - This requires a written response to online or workbook questions. Responses may be entered on-line and sent to a queue in the LMS ready for an Assessor to review, or Assessors may personally mark responses. In the event of a response not being adequate to demonstrate complete understanding the Assessor will provide feedback to the Student.

Documentary evidence – This includes spreadsheets/graphs, written or typed text documents, minutes of meetings attended, data supporting sales results, emails, performance appraisals, projects, portfolios of evidence.

Interview/Oral – Responses provided to assessment questions or supplementary interview to fill any gaps in the assessment submission. Your Assessor may need to supplement the assessment with appropriate additional interview or questions.

If you feel you are not ready to do the assessment at the assigned time, a future assessment date can generally be organised. You will need to consult with your Assessor prior to the assessment date, and also with your Employer/supervisor if the assessment is to be conducted in the workplace.

Where your result in a unit is '*Not Yet Competent*', you can discuss with your Trainer/Assessor the options

of re-assessment or further training to give you the opportunity to develop competence in the required areas.

Students are required to:

- Identify all requirements to be deemed competent in a unit of competency.
- Be familiar with the mechanisms within Aurora Training and Professional Services for seeking assistance and advice in relation to problems in meeting assessment timeframes, withdrawal from a course and/or unit of competency and special consideration due to illness or other misadventure.
- Practice academic integrity - plagiarism, cheating or collusion will not be tolerated and can result in an academic fail.
- Accept fair, helpful and timely feedback on assessment tasks, including evaluation of performance and progress in the course and/or unit of competency.
- Be familiar with the Complaints and Appeals Policy and Procedure which includes the procedures for appealing academic decisions, as outlined on our website or in the Student Handbook.
- Bring pen, paper and folder to class and any other materials as directed by your Trainer
- Be suitably dressed for work placement should this be required.

Flexible Learning Methodologies

Aurora Training and Professional Services recognises the principles and benefits of providing flexible approaches best suited to your individual learning style, job role and personal situation. Our programs are designed to maximise the opportunity for Students to access learning content and assessments. Learning methodologies offered to enterprises are decided based on Industry/Employer consultation and enterprise training needs and are contextualised for individual enterprises and the employee's work role as required.

The following learning methods are examples of what may be used for our courses;

Self-paced, online learning - Individual log-ins for the Online Learning Management System (LMS) allows the Student to undertake their learning and assessments at their own pace, and in their own time, to fit in with their other study or work commitments. We provide both written and verbal instructions to support the Student in how to log on and commence the program. Our Student support staff also provide telephone, general (non-academic) support.

Each Student has an allocated a Trainer/Assessor for academic support. This provides you with greater opportunity for immediate interactive feedback and allows Trainers to adjust assessments to individual needs, where appropriate. The online LMS provides current information on each individual Student's progress and automated updates to your Training Plan.

Facilitated training sessions - Facilitated training sessions, either face-to-face workshops or group sessions via electronic means (e.g. Skype), may be offered to Students as part of their course. A group setting facilitated by Trainers provides opportunity for Student and Trainer interactions and sharing and learning in the workplace (including one-to-one visits and workshops).

In many of Aurora Training and Professional Services courses, in particular if you are undertaking a Traineeship, you will be gaining your practical work experience through on-the-job training and the employment component and you will be assessed in relation to your workplace activities by your Supervisors or Workplace Trainer and by your Aurora Training and Professional Services Assessor.

You may also be required to attend training sessions/workshops at your worksite or off-site. Your Trainer or supervisor will advise the type and scheduling if attendance is required at training sessions.

Where there is a workplace training component, you will be issued with a Workplace Learning Log. You and your workplace supervisor will be required to regularly complete the Log to record the learning activities you complete in the workplace. It is essential that you complete the workplace component as part of your assessment.

If you are not employed, your study program may require you to undertake compulsory or voluntary work experience to demonstrate practical skills and competence. You will be assigned or advised about suitable

places in industry where you can undertake practical components of your training and assessment. This will also require recording of workplace activities into a workplace log to be considered as part of your assessment.

Re-Assessment of Units

A Student who is deemed '*Not Yet Competent*' in a unit has the right to a reassessment. The process ensures you are satisfied with the fairness and accuracy of our assessment processes.

Students will need to repeat the unit where they have been deemed '*Not Yet Competent*' after a re-assessment attempt. To achieve competency after a re-attempt, and an additional assessment is required, Aurora Training and Professional Services reserves the right to charge an additional unit re-enrolment fee.

Aurora Training and Professional Services provides Students the opportunity of two (2) attempts to complete a unit of competency to achieve competency. If, however, on the second attempt, the Student is still found '*Not Yet Competent*' in that unit of competency, the student will be required to participate in further training and be re-assessed. This will attract an additional fee as outlined on the website, see Fees & Charges.

If a Student has been advised after the second attempt at achieving competency in a unit that they are '*Not Yet Competent*', and they believe they genuinely do have the required degree of competency and they have provided reasonable proof of this to the RTO, the Student may query or appeal the result (See *Complaints and Appeals* on the website or this Handbook).

Working with Children

Students participating in practical training in a workplace where they have direct contact with persons under 18 years of age in designated child-related employment areas, must complete a *Prohibited Employment Declaration* form on enrolment.

Eligibility for participation in some programs is based on information obtained through screening checks. Students participating in practicum placement which involves direct contact with children under 18 years of age without the presence of a qualified supervisor will be subject to a *Working with Children Check* as required by the State in which they are located.

National Police Check

There are various qualifications that require work placement as a compulsory component of training and assessment and across many industries it is now a mandatory requirement to have a valid and current National Police Check. You will be required to undergo a National Police Check prior to commencing work placement. **If you have a record of violent or sexual crime, fraud or theft, you will not be able to access the facilities and therefore would not be able to complete the qualification.**

Student Support, Welfare and Guidance Services

Our Trainers and Student support staff are available to guide you towards achieving your learning objectives and graduating from your course. If you are having difficulties with the course material, managing your time and commitment to your course, or any other academic related matter, do not hesitate to speak with our staff and ask for assistance.

Student support is provided to all Students. The aim of this support may, within reason, include monitoring your progress, assisting with any learning or technical issues that may be hindering your progress, reviewing your training plan timelines and discussing planned activities.

If you are away from your studies, our Student Engagement Officer will contact you, usually via telephone, to determine the reason. Please use the opportunity to advise them of any barriers or concerns that may be hindering your attendance. Remember, we are here to support you to move closer to achieving your career goal by completing this course.

Trainees undertaking their training in the workplace will be regularly monitored by their Trainer or Program Manager. As well as scheduled training activities, Trainers may conduct over-the-phone oral interviews or assessments and may schedule face-to-face workplace visits.

We allow for reasonable adjustment within the ASQA guidelines, in both our teaching and assessment and focus on flexibility and fairness whilst still maintaining validity. Adjustments may be made for students with:

- English as a second language
- Language, literacy or numeracy needs
- Sensory diminished capacity
- Physical or intellectual disabilities.

Modification or adjustments may be made to the:

- Learning materials and methods suitable to the student
- Physical environment and equipment
- Procedures for conducting assessment
- Evidence gathering techniques
- Number of opportunities to submit assessments and sit exams
- Timing of assessment or exam.

If you require support to assist your learning journey, please contact a Aurora Training and Professional Services office or your Trainer as soon as possible.

Provision for Language, Literacy & Numeracy Assessment and Support

The term '*language, literacy and numeracy*' (LLN) is defined as an individual's ability to read, write and speak in English, and compute and solve problems at levels of proficiency necessary to function in the workplace and in society, to achieve one's goals and develop one's knowledge and potential.

As LLN skills are essential requirements for workplace performance, Students are asked to undertake an LLN pre-assessment exercise to identify any needs that may impact on their course progress or outcomes. LLN assessment is conducted at the appropriate qualification level. LLN may be assessed in writing, online and/or by interview. The outcome of pre-course LLN assessment remains on the Student's file as evidence of initial LLN assessment. Should a Student demonstrate the need for assistance, further detailed assessments may be made.

Where the level of LLN skill identified by assessment places the Student at risk of unsuccessful completion of the course/program, a discussion will be held with the Student to advise them if it is considered necessary to defer enrolment into the course until further skill development is undertaken, or if a different course may be more applicable. If the Student is in a Traineeship the Employer will also be consulted regarding additional support.

Time Management

Whether you are undertaking online flexible learning or face to face training, well-developed time management skills are the foundation of good study habits. We will assist you by establishing a program timetable (Training Plan) at the beginning of the course and supporting you to achieve this. Here are some hints to help you manage your time:

- Think about and identify the chunks of wasted time in your daily or weekly activities
- Set a realistic goal of what you want to achieve and by when you want to achieve it (it may be to complete workbook exercises or an online assignment). Let your Trainer know if your program timetable is not realistic for your circumstances.
- Write a To Do list of the things you need to do to achieve your goal
- Schedule a set time (preferably at least weekly) to complete each of the tasks
- Gather information you need to complete the tasks
- Allow some time for creative thinking and brainstorming ideas

- Don't be distracted by some new unplanned task which comes along
- Recognise the causes of procrastination and keep this under control
- Put your ideas and decisions into action – execute the plan – seek feedback to make improvement
- Keep a time log to show where your time management plans went astray
- Evaluate how you went and where you can make further time management improvements.

Student Support Services – Important Contacts

For assistance, please contact Aurora Training and Professional Services' staff:

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| Support to achieve your study goals. e.g. Study skills, Language/Literacy/ Numeracy Support | Aurora Training and Professional Services Student Engagement Officer Phone 1300 764 828 (Mon - Fri 8:30 am-4:30 pm) |
| Making a complaint | Chief Executive Officer Phone 1300 764 828 (Mon - Fri 8:30 am-4:30 pm) |
| Requesting a review of an assessment decision | Speak to your trainer and request a review. Alternatively, contact Aurora Training and Professional Services office. Phone: 1300 764 828 (8:30 am-4:30 pm Mon-Fri) |

Students with LLN needs may also wish to contact:

- Australian Council of Adult Literacy on (03) 9469 2950. <http://www.acal.edu.au> or email acal@pacific.net.au
- NSW Adult Literacy and Numeracy Council on 1300 655 506
- Reading Writing Hotline 1300 6 555 06 <https://www.readingwritinghotline.edu.au/>

Students requiring urgent non-academic help when Aurora Training and Professional Services is closed, may consider accessing the following services:

- Emergency Services (Police, Ambulance, Fire) on 000
- 24-hour Telephone Counselling Distress Call on 1300 364 454
- Lifeline on 131 114
- Salvo Care Line on (02) 9331 6000 or outside Sydney 1300 36 3622
- Salvo Prevention Crisis Line on (02) 9331 2000
- Men's Line Australia on 1300 789 978
- Sexual Assault Helpline on 1800 010 120
- Domestic Violence DV LINE on 1300363 550
- Alcohol and Drug Information Service on 1800 177 833
- Victims of Crime Support Line Victims Support Service on (02) 8688 551/1800 633 063 (8am – 5pm)
- Mental Health Services telephone the Mental Health Access Line on 1800 636 825 (free call)
- Centrelink 13 10 21 or <http://www.centrelink.gov.au>

Government Funded Training

Students (or their employers) may be eligible for funding support from the State or Commonwealth Governments under a range of training support and incentive programs. Applicants for Aurora Training and Professional Services courses are made aware of funding opportunities and what funding is provided by the Government accordingly, as well as exemptions/concessions that may apply.

Aurora Training and Professional Services available government funding schemes (which change from time to time) includes:

- Smart and Skilled Program (NSW only)
- Certificate 3 Guarantee/Higher Level Skills (QLD only)

Your RTO representative will discuss the eligibility criteria, fees and Refund Policy and any further funding information for these schemes with you prior to your enrolment.

Supporting Australian Indigenous Students

The following services may be of assistance to Indigenous students:

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| <p>Link-Up NSW https://www.linkupnsw.org.au/</p> <p>Link-Up (NSW) Aboriginal Corporation was founded in 1980 to assist all Aboriginal people who had been directly affected by past government policies. Link-UP (NSW) runs five programs:</p> <ul style="list-style-type: none"> ○ Reunification Program (https://www.linkupnsw.org.au/reunification/) ○ Family-Link (https://www.linkupnsw.org.au/family-link-2/) ○ Hidden Carers (https://www.linkupnsw.org.au/hidden-carers/) ○ Community Builders (https://www.linkupnsw.org.au/community-builder/) ○ Royal Commission Counsellor (https://www.linkupnsw.org.au/royal-commission-counsellor/) |
| <p>Department of Human Services – Indigenous Australians</p> <p>https://www.humanservices.gov.au/individuals/indigenous-australians</p> <p>Payment and Service finder is found at this link to help you locate services such as:</p> <ul style="list-style-type: none"> ○ Centrelink ○ Medicare ○ Child Support |
| <p>Nepean Community Centre</p> <p>https://www.nepeancommunity.org.au/</p> <p>Email: info@nepeancommunity.org.au</p> <p>Facebook: https://www.facebook.com/NepeanCommunity/</p> <p>Koolyangarra Aboriginal Child & Family Centre, 1 Kington Place, Cranebrook NSW 2749</p> <p>Ph: 02 4729 3907.</p> <p>Postal Address: PO Box 17, Cranebrook NSW 2749</p> |
| <p>Aboriginal Employment Strategy (AES)</p> |

AES offers a unique service to support Aboriginal and Torres Strait Islander people into careers and walks along with them during their employment journey to provide advice, mentoring and other specialist support.

Suite 3, 295 High Street, Penrith NSW 2750

Phone 9852 2700

Facebook: <https://www.facebook.com/AESPenrith/>

Aurora Training and Professional Services Student Engagement Officer can assist and support you in your learning journey with us. Phone: 1300 764 828 between the hours of 8:30am-4:30pm

Student Selection, Enrolment and Induction

Aurora Training and Professional Services is committed to ensuring that Student selection processes are fair and equitable and consistent with workplace performance, competency level and the requirements of the government specified Training Packages and relevant curriculum requirements. Dependent on the program, we will also review your eligibility to access a government subsidised place, as each funded program has differing eligibility criteria. If you are not eligible, the Aurora Training and Professional Services team will advise you of other fee payment options, for your consideration.

We do not discriminate on grounds of gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background.

Enrolment criteria in selected courses or programs may have entry or pre-requisite requirements which are clearly publicised. Pre-entry assessment are used to determine whether applicants have appropriate LLN skills to enable a successful outcome in their chosen course. h

Selection into training programs is based upon the Student:

- Satisfying applicable funding body criterion or opting for fee-for-service arrangements
- Meeting required pre-requisite qualifications and experience, including LLN skills
- Agreement to abide by the organisations policies, procedures and code of conduct, as outlined in this Student Handbook
- Payment of any initial and agreed fees and charges.

Admission Refusal

Applicants refused admission to the course can submit an appeal regarding that refusal. Applicants should contact Aurora Training and Professional Services office directly or refer to the grievance and appeals process located in this Handbook.

Enrolment and Course Orientation

Students are required to complete an Enrolment Application form. When your enrolment application is received, it is assessed, and you will be advised of your acceptance or non-acceptance into the course. Induction and orientation are provided to Students at enrolment.

All Students participate in a Course induction or orientation prior to starting their training program either in person or over the phone. Induction includes a brief review of information contained in this Handbook – it is important that you have read through this Handbook and are ready with any questions to clarify any areas of concern.

Other information provided will include enrolment details, terms and conditions of enrolment, course/program structure, training plan (where an accredited course is undertaken), training facilities and resources, attendance/participation requirements and assessment procedures, as well as the additional support services we provide. Training plans are your contract of study and these may be updated as you proceed through your course, but only with your permission. If you have any questions or are not sure about any aspect of your course before you begin your training, please ask your Trainer or Student

Engagement Officer for further information. You will most likely meet your Trainer/s either face-to-face or through online communications.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, it will show student achievements from 1 January 2015 onwards.

As an RTO, Aurora Training and Professional Services cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Consumer Protection

Aurora Training and Professional Services is committed to ensuring the protection of the rights of its Students as Consumers and in providing accurate information in the marketplace. We apply a systematic approach to our consumer protection strategy, and we have processes and systems in place for the transparency of operations to protect our consumers.

Aurora Training and Professional Services will provide the training and support necessary to allow the Student to achieve competency, provide a quality training and assessment experience for all customers, provide a clear and accessible feedback and consumer protection system including an identified Consumer Protection Officer (RTO's CEO) and maintain procedures for protecting consumers' personal information.

Aurora Training and Professional Services Consumer Protection Policy covers the following strategies:

- The provision of information
- Protection of fees paid in advance
- Withdrawal from your course and refunds
- Complaints and appeals system
- Customer feedback
- Protecting personal information
- Discontinuance of training

Provision of Information

Aurora Training and Professional Services provides information to Students and clients that is transparent and accurate about our services and performance. Students can make informed decisions about their training and assessment requirements and enter a training pathway that is suitable and free from discriminatory barriers.

Prospective Students are provided with pre-enrolment information including any pre-requisite and eligibility requirements, census dates, fees for the training program they wish to enroll in as well as accurate and ethical marketing.

Students are provided with a variety of modes in which to access information required to protect their rights relevant to consumer protection through information and induction sessions and available in written and electronic information.

Where a Student is under the age of 18 years a Parent or Guardian is encouraged to attend information sessions and must co-sign all enrolment forms. For more information, see the Student Selection, Enrolment and Induction section.

Protecting Fees being Paid in Advance

Aurora Training and Professional Services acknowledges that it has a responsibility to protect fees paid by Students in advance of their training and assessment services being delivered. To meet our responsibilities Aurora Training and Professional Services will not accept payments of more than \$1,500 (no GST applies) from each individual Student prior to the commencement of the course. More information about Aurora Training and Professional Services Fees and Charges and Refund Policies are found in this Student Handbook.

In addition, all Students will receive an itemised invoice which clearly outlines the fees and any additional charges that the Student must pay to participate in their course. This invoice is issued as part of the application process and it is the Student's responsibility to check and clarify any items of which it is unclear as to their purpose in undertaking this program.

Withdrawing from your Course and Refunds

Should you decide that this is not the course for you, Aurora Training and Professional Services has in place a Student Withdrawal procedure, available on website. Should you decide to withdraw, you will need to follow this procedure, by completing the Aurora Training and Professional Services Withdrawal Form, which is available on our website or by contacting one of our offices. As part of your withdrawal, you may be eligible to receive a refund, in line with Aurora Training and Professional Services Refunds Policy in this Student Handbook.

Complaints and Appeals

Aurora Training and Professional Services strives to provide its customers with quality services and outcomes, and if a complaint does arise Aurora Training and Professional Services has in place a Grievance, Complaints and Appeals Policy and Procedure that provides appropriate mechanisms and services for Students and other stakeholders to have complaints and appeals addressed efficiently and effectively. We are committed to act on each substantiated complaint, concern or appeal. This policy is available on our website.

Aurora Training and Professional Services use a systematic approach to deal with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias and in a professional and fully documented manner.

Students may make a complaint about both academic and non-academic matters which may include (but are not limited to):

- Post-enrolment processes (including induction, orientation and enrolment)
- Quality of training offered (trainers/assessors, resources and facilities)
- Academic issues (intervention strategy, assessment and attendance)
- Access and handling of student records
- Treatment received from staff including course Trainers/assessors and other students.

A written record of all complaints and appeals is maintained, including the details of lodgment, response and resolution. The nature of the matter will be used as part of Aurora Training and Professional Services continuous improvement process and as part of its commitment to ensuring high levels of training service excellence are maintained across all its RTOs.

Note that a student's enrolment will be maintained while the complaints and appeal process is ongoing and will not be jeopardised in any way. **Any complainant must commit to acting in good faith throughout the process and be willing to work towards a resolution as promptly as possible.**

All complaints are to follow Aurora Training and Professional Services Complaint Policy found on our website. If a Student requires help with understanding this process, they should contact Aurora Training and Professional Services office for assistance.

Complaints and Appeals Lodgment

- Students **should** attempt to resolve the matter locally and with the person involved. Please advise your Trainer/Assessor of your concern and seek their advice.
- If the complaint is about your trainer you should in the first instance, bring the complaint to their attention and try to resolve the issue amicably. If this is not possible, you may escalate your complaint – refer to the next step.
- Where an issue cannot be resolved in the first instance, it may be escalated by sending/emailing a completed Complaint Lodgment Form. This form can be provided by your Trainer/Assessor, by contacting Aurora Training and Professional Services office or accessed through Aurora Training and Professional Services website:

<https://auroratps.edu.au/Grievances-Complaints-Appeals.pdf>. The completed form should be emailed to Aurora Training and Professional Services info@auroratps.edu.au and addressed to

the Chief Executive Officer (CEO).

- Where an assessment result cannot be resolved with your Assessor, it may be escalated by emailing a completed Assessment Outcome Lodgment Form to info@auroratps.edu.au. The form can be provided to you by your Trainer/Assessor, Aurora Training and Professional Services office or accessed through the website: <https://auroratps.edu.au/assessment-outcome-appeal-lodgement-form.pdf>
- You will receive confirmation of receipt of your complaint within 48 hours.
- Aurora Training and Professional Services will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from receipt of notice of complaint.
- Where more than 30 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be notified in writing including reasons why more than 30 calendar days are required. Updates will be provided to the complainant or appellant on the progress of the matter.

Complaints Resolution/Assessment Appeals Resolution

- The Grievance, Complaints and Appeals Policy and Procedure is located on our website. Please read this document as it explains the complaints resolution process and your right to appeal a decision made.
- In the case of an assessment appeal, an internal review of the assessment will be initially undertaken by one of Aurora Training and Professional Services' qualified assessors, upon receipt of a formal and written request for a re- assessment is received by the Student and within ten (10) working days. Students who are not satisfied with the complaint/appeals handling by Aurora Training and Professional Services may refer their complaint to the National VET Regulator, ASQA, on 1300 701 801 or if enrolled in a NSW Smart and Skilled funded qualification, you may contact the Department's Customer Support Centre on 1300 772 104.

Feedback

Aurora Training and Professional Services is committed to providing quality training and assessment and collecting Student feedback and evaluation. Students are encouraged to provide their feedback to their Trainers informally and to put any feedback in writing through the Contact Us page on the website. In addition, students are asked to provide feedback through a number of internal and external surveys including the ASQA Learner Questionnaire and the NCVET Student Outcome Survey.

Protecting Personal Information

Aurora Training and Professional Services collects personal information for the purpose of: employment or education, satisfying legal obligations, administration, to keep employers informed of the Student's progress in the course of study, allow the RTO to discharge its duty of care and in order to meet government reporting requirements.

Aurora Training and Professional Services abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation. Under the Australian Privacy Principles, the Student or staff member can access their personal information and may correct inaccurate or outdated information about them. Students will have access to all information held on them.

For more information, please see the Privacy Policy, on our website, in this Student Handbook or please contact our office.

Discontinuance of training

In the event the RTO can no longer deliver the qualification and classes cannot continue, the RTO will advise the learners of alternate arrangements made to finish their qualifications.

Change of Address, Name or Contact Details

We provide our Students with course updates and other related activities through emails, phone and formal letters. It is essential that we have your correct name and contact details while you are enrolled with us so that we can notify you as quickly as possible should we need to do so about your course.

If you change address, name or contact details after enrolment, please notify Aurora Training and

Professional Services within seven days. Our contact details can be found at the front of this Handbook. If a certificate or Statement of Attainment is lost in the mail due failure to update our records, a reissuance fee will apply. See our website, Fees & Charges for details.

Course changes

Deferment of Studies

Once you have enrolled and commenced in a course, you can generally not defer studies, except on compassionate grounds or compelling circumstances unless you can provide a registered medical practitioner's certificate or documents proving other exceptional circumstances, including bereavement.

In some circumstances, trainees may also apply for an extension or temporary suspension with the consent of their Employer. The appropriate application form must be submitted to the State Training Authority for approval. Your Trainer, our Student Engagement Officer or Australian Apprenticeships Support Network (AASN) provider can advise you about the process and issue you with the form.

Every effort will be made to assist you to continue training where possible, however deferment of studies can be no longer than 12 months from the date of receipt of formal written notice. Transfer to another program or deferment can only be done through written request and negotiation with Aurora Training and Professional Services.

To request a deferment, email your request to info@auroratps.edu.au. You will receive a formal response within five (5) working days of submission of your request for a deferment of studies.

Please note – Aurora Training and Professional Services has the right to refuse a Student's request for a deferment of study. Should this occur, the Student has the right to follow Aurora Training and Professional Services' Complaints and Appeals procedure (as outlined within this Student Handbook and on our website).

A deferment will not trigger a refund of any fees and charges incurred to date and will be banked for the Student's return to study. However, no further payment of fees or charges will be required during any period of approved deferment of study. Students that do not recommence training within a 12-month period of deferral will be reported as discontinued in accordance with state contractual requirements.

Course Transfer

Transfer from one course to another will result in the initial course being cancelled and a new enrolment in the transfer course. All implications of such a transfer must be thoroughly explored before deciding to transfer to another course. These will be explained to you by your Trainer or our staff.

We are required to notify third parties (AASN and Employer for trainees, and government Departments for Students in funded training). Should the transfer be likely to incur additional course fees and charges, you will be advised at the time of notifying us of your decision to transfer. There is no administration/application fee for a course transfer.

From time to time, accredited qualifications change to ensure that they are keeping abreast of the latest industry requirements and new courses replace older ones, known as superseding qualifications. This is a government initiative and one that must be followed by Aurora Training and Professional Services.

If you are enrolled in a superseded course/qualification, Aurora Training and Professional Services may transfer you across to an updated course/qualification if you are not able to complete your studies prior to the course/qualification becoming superseded.

Sometimes, the newest course/qualification may require you to undertake a longer program of study. If your circumstances do not allow you to do so, please talk to your Trainer or contact Aurora Training and Professional Services.

Transferring across to the updated course/qualification from a superseding qualification is at no further cost to a Student.

Obligation to Recognise Qualifications and Statements of Attainment (Credit Transfer)

It is our obligation to recognise qualifications and statements of attainment issued by other RTOs which align to your proposed course of study. This is known as Credit Transfer (CT). However, you must provide us with permission to verify your achievements with the issuing RTO if we are unable to verify your qualifications with the USI portal.

To apply for Credit Transfer, you will need to complete the Credit Transfer Application Form and submit to Aurora Training and Professional Services with the required supporting certified documentation and permission.

There is no Student charge to administer a CT of qualifications and Statements of Attainment from another RTO. Once your CT has been established, all fees and charges for the approved unit(s) will be deducted from your overall course fees and charges.

Recognition of Prior Learning (RPL)

The term RPL (*Recognition of Prior Learning*) applies to the recognition that you have acquired skills and knowledge previously through formal training, work experience and/or life experience. This skills acquisition can be measured against the competency performance that you are expected to demonstrate in your current course. When you have looked at the competency criteria for your course and believe you already have some or all the required skills, knowledge and ability, you can apply for recognition of prior learning.

Knowledge and skills can be acquired in a variety of ways, through:

- A formal learning process, such as attending school or completing a short course
- Work experience, such as being taught on the job how to do something
- Life experience or personal experience, such as a hobby or experience at home. There are no limits on where or how you acquired the skills.

You will be asked to complete a formal application and provide evidence as part of your application. This evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The RTO must ensure that the evidence is authentic, valid, reliable, current and sufficient.

The RPL process is as follows:

- The Applicant is informed of the course content and of the existence of an RPL process prior to/ or at the time of enrolment.
- Applicants are invited to verbally discuss their basis for an RPL application initially. The purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL Applicant is fully aware of the RPL process.
- If the Applicant decides to proceed with the RPL process then, upon payment of the prescribed fee, they will be issued with an RPL kit, containing:
 - an RPL application form, outlining the information about the application and the units of competency they are making claim for.
 - a guide to the portfolio of evidence that the Student will need to amass as well as the detailed information they will need to provide to support their claim for RPL.

There is a cost to administering an RPL process, based on the review and assessment of the Applicant's portfolio and, in some instances, practical skills. RPL fees are charged based on the actual cost of services to be provided and are determined on a case by case basis. Applicants are advised of the fees at the time of application.

For any subsidised or Funded program, you should discuss arrangements prior to applying for RPL in a subsidised or funded program, as RPL is not funded by such bodies.

Fees and Charges, including Refunds and Exemptions

To ensure Students and Employers are well informed of all course fees and refund arrangements prior to enrolment taking place, you will be provided with details of all fees and charges in pre-course documentation and prior to accepting a training proposal or enrolment taking place. You will then receive at least one tax invoice, dependent on the fee payment arrangement in place with you and/or your course of study.

Irrespective of the availability and receipt of government subsidies by an Employer, school or Student, it is a requirement of Aurora Training and Professional Services that where course fees, enrolment fees or other charges are applicable, these must be paid by the specified due dates based on a tax invoice and paid in Australian dollars.

Aurora Training and Professional Services does not accept upfront payment of fees of more than \$1,500 (no GST applies). If the

course fee is more than \$1,500 the Student will commence a payment plan. The balance must be paid prior to the course completion for the Student to graduate. Aurora Training and Professional Services accepts the following methods of fees and charges payment: credit card and direct debit (by Ezidebit) and direct bank transfer. Please contact Aurora Training and Professional Services for payment details.

Traineeships

Where tuition fees are applied to traineeship training the Employer may be charged the tuition fee on behalf of the Student undergoing the approved Traineeship in accordance with the Training Proposal Agreement signed between Aurora Training and Professional Services and the Employer.

Conditions of Eligible Refunds and Payment

Please refer to our website, for the Student Fees, Charges and Refund Policy. Any refund is paid directly to the Student or the person originally making the payment.

Non-payment of Fees

Late fee payment may incur a penalty. Failure to pay the course fees within 14 days of the final notice by either the Student or their Employer may result in any or all the following, until the full amount is paid:

- Suspension from attending/participating in the course
- Inability to graduate and receive your Certificate or Statement of Attainment
- Report of a breach of a Training Contract (Trainees and Apprentices).

Where a Student is more than thirty (30) days overdue with payments, Aurora Training and Professional Services reserves the right to suspend training services until payment is made to bring fees up to date.

Recovery of Outstanding Fees

For overdue fees, Aurora Training and Professional Services will undertake the following cost recovery steps:

- Contact the Student via phone, email or mail with a courtesy reminder of outstanding fees.
- If there is no contact with / from the Student, then Aurora Training and Professional Services will contact the Student with an overdue payment reminder of the money owing and request payment.
- If the Student still has not paid Aurora Training and Professional Services will contact the Student with a final notice.
- If all attempts above to contact the Student fails Aurora Training and Professional Services will send the Student a formal letter of demand.
- If fees are still outstanding then Aurora Training and Professional Services may consider using a debt collection agency to collect the outstanding money, using fair debt collection practices developed by Consumer Affairs. The Student may also be required to pay additional fees associated with the debt collection process.

Aurora Training and Professional Services Safe Learning Environment for Students and Staff

Aurora Training and Professional Services provides an adult learning environment and all staff and Students are expected to act responsibly and to treat all Aurora Training and Professional Services staff, Trainers and fellow Students with courtesy.

It is important that Students also act responsibly and understand acceptable social interaction and standards in all communications.

It is expected that staff, Trainers and Students will work in a manner which displays respect for others and for property and enabling the safety of all. It is also expected that they will show diligence in their work, honesty in all dealings with each other and other parties, and respect for the privacy of others.

Staff, Trainers and Students will conduct themselves in a manner which respects the laws of Australia, including the state laws and the regulations of statutory bodies.

The Policies and Procedures of Aurora Training and Professional Services also form an important part of the Code of Conduct. It is expected that all Students will:

- Ensure arrival on time for any face-to-face teaching, to return by the stated times after breaks and not to leave early without prior notice and good reason.
- Leave training rooms clean and tidy.
- Ensure an understanding of the requirements for the assessment of the course or unit.
- Check that holidays, business commitments etc. do not clash with assessment dates.
- Notify Aurora Training and Professional Services of any change in address or personal details.
- Maintain a high standard of behaviour whilst undertaking educational activities and refraining from any activities that may result in damage to property or unduly interfering with the comfort or convenience of other participants.
- Refrain from behaviour that may disrupt or interfere with the teaching or learning of others.
- Observe always all safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment.
- Take responsibility to identify and inform your Trainer or our staff about any individual learning needs
- Keep Trainers and Coordinators informed of any difficulties that may be interfering with their learning or where they may need some extra assistance.
- Check the assessment requirements for each subject including due dates and number of assignments.
- Be aware of, and meet, the Trainers' expectations in relation to submitting assignments, attendance, communication, negotiation and problem-solving strategies.
- Comply with Aurora Training and Professional Services' policies that may impact you.
- Conduct themselves appropriately always whilst a Student with Aurora Training and Professional Services.

Breaches of the Code of Conduct shall be dealt with under Aurora Training and Professional Services' Disciplinary Policy and Procedure.

Should a Student believe that another Student, staff member or related person to the Student's study is not behaving in accordance with this Code of Conduct, the Student has the right to commence the Complaints and Appeals process, as outlined on our website. The Code of Conduct is found towards the end of this Student Handbook.

General Health and Well-Being

Aurora Training and Professional Services is committed to providing a safe and healthy work environment for the protection of its staff and Students. We encourage continual improvement of the workplace

through the reduction and control of hazards, which may result in injuries to employees and the general public. It is our policy to endorse and practice the provisions of current legislation.

When our Trainers are delivering training and assessment in the workplace, the workplace management is primarily responsible for safety issues. If required, our staff will review the workplace initially and make any recommendations to employers on additional requirements that may be needed.

Students must take care of their own health and safety and that of their fellow workers/Students to the extent of their capability. *This means you must follow all safety rules, procedures and instructions of course coordinators, Trainers and workplace supervisors and other persons involved during your training activities.* Become aware of your environment and use good ergonomic practices, especially when spending time at the computer for online learning.

Smoking is not permitted inside buildings, and near entrances and exits from public buildings. Make yourself aware of the *NSW Smoke-free Environment Act 2000* and smoking permitted areas both at our sites and your work sites. If you have any concerns about your safety and health, or that of your fellow colleagues, you should immediately report the situation to your Trainer or supervisor.

Out of courtesy for your Trainer and those around you, your mobile phone and iPad/iPod must be turned **OFF** always while in class or group sessions or undertaking on-the-job/workplace training and/or assessment, unless you require these as part of your training. If there is any reason why you must have your phone on, please discuss this with your Trainer prior to class starting.

Alcohol and Drugs

Alcohol and drug use are a Workplace Health and Safety issue and a hazard. It impairs performance both inside and outside of the training environment or workplace, creating risks for self and others. Employees, Students and Trainees, have a duty to take reasonable care for their health and safety and that of others. The golden rule – **do not present for work (or training) if you are under the influence.**

Accidents and Critical Incidents (Trainees, Workplace, and Workshops)

In the event you have an accident or injury whilst undertaking your training in the workplace, this **must be reported** to your Supervisor immediately or to your Trainer if you are in training at the time. Every injury in a workplace **must be reported**, whether major or minor. This is to ensure adequate protection should there be a recurrence of the injury, or problem arising from, or attributed to, the accident. Complete an Accident Report Form which should be available at worksites. Should the injury require medical treatment, the medical practice must be advised that the injury occurred in the workplace.

Critical Incidents

Aurora Training and Professional Services has Policies and guidelines designed to ensure appropriate action is taken in the case of a traumatic event or the threat of such event which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include:

- Death/suicide, severe injury or any threat of these
- Serious accident, injury or illness
- Missing Student
- Deprivation of liberty, domestic violence, threats of violence, assault, rape/sexual assault drug or alcohol abuse, aggravated burglary, biological or chemical weapons
- Fire, bomb-threat, explosion, gas/chemical hazards, discharge of firearms
- Threat of widespread infection or contamination
- Students or staff lost or injured during fieldwork excursions
- Disruption to operations of Aurora Training and Professional Services
- Serious damage to facilities
- Serious Workplace Health and Safety risk
- Severe verbal or psychological aggression
- Natural disaster.

If the incident is on training premises, the first point of action is to contact emergency services; fire, ambulance or police, as would be the case with other WHS matters.

The Aurora Training and Professional Services CEO is to be contacted immediately when an incident involves serious injury, threat to life or property or death through one of the Aurora Training and Professional Services offices.

Should you be experiencing any personal difficulty, Aurora Training and Professional Services will make every attempt to accommodate your needs within our limited capacity.

Aurora Training and Professional Services has a compassionate and understanding approach to the difficulties of our participants. If your needs exceed our capacity, Aurora Training and Professional Services will refer you onto an appropriate external agency.

Studying and Learning in an Ethical Manner

If you are undertaking the qualification under the auspices of your Employer, you remain subject to the disciplinary policies and procedures of your Employer. In addition, we require you to comply with all lawful directions issued by your Trainer/Assessor.

You are required to observe the highest ethical standards in all aspects of your educational and academic work. Educational and academic dishonesty and all forms of cheating will be penalised and may result in your enrolment being cancelled. Educational and academic misconduct is defined as:

- Copying or attempting to copy someone else's work, or knowingly allowing someone else to copy your work
- Using information prohibited from use in an assessment [copyright material, IP, business restricted material, etc.], except where permitted for study purposes and the source of the information is fully disclosed.
- Submitting work of another person as your own work (this includes copying from the Internet)
- Plagiarism - using language or ideas from other people without acknowledging the source and claiming it as your own.

Plagiarism

While collaboration and the sharing of information is encouraged, you must ensure your assignments and assessments are **representative of your own effort, knowledge and skills**. You must not take the work of others and present it as your own.

Plagiarism may result in the assignment / assessment being deemed to be *'Not Yet Competent'* by the Assessor. Students accused more than once of academic misconduct, including plagiarism, may be dismissed or cancelled from their course at the discretion of the CEO.

Plagiarism can take several forms:

- Quoting from a book or an article without acknowledging the source
- Handing in someone else's work as your own
- Stealing and passing off another person's words or ideas and claiming them as your own
- Giving incorrect information about the source of a quotation or idea
- Downloading information from the internet without acknowledging the source
- Copying a section of a book or article and submitting it as your own work
- Presenting as a new and original idea or produce something which was derived from an existing source.

Privacy and Freedom of Information

Aurora Training and Professional Services collects personal information for the purpose of employment or education, satisfying legal obligations, administration, to keep employers informed of the Student's progress in the course of study, allow the RTO to discharge its duty of care and to meet government reporting requirements.

Aurora Training and Professional Services abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation.

Under the Australian Privacy Principles, the Student or staff member can access his/her personal information and may correct inaccurate or outdated information about them.

These principles include:

- Non-disclosure of your personal details to any unauthorised person, and
- Non-disclosure of details of training and assessment conducted for any Student to any unauthorised person.

Aurora Training and Professional Services is required to provide Commonwealth and State Government Authorities with Student and training activity data which may include information provided in your enrolment form. Information is required to be provided in accordance with the VET Quality Framework.

Government authorities may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, data reporting and/or research activities. For these and other lawful purposes, Government Authorities may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

Access to Records

Aurora Training and Professional Services will retain records of AQF certification documentation and/or statements of attainment for a period of 30 years. Students will have access to all information held on them. Aurora Training and Professional Services will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the Student has given permission.

Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information whilst they are enrolled Students. The appropriate form is titled, Participant Record Request form and may be requested from any Aurora Training and Professional Services office.

For access to records, the Student must provide identification (such as licence, passport) either in person or provide a certified copy and the completed form. For more information, please see the *Privacy Policy*.

You have the right to access your current records of participation and progress and any personal information held about you. Dependent on the information being sought, we can provide:

- Training Records including re-issue versions of qualifications and achievement records
- Print-based records such as assessment results from completing a workbook or practical assessment
- Online assessment results.

We aim to provide you an up-to date copy of your training record within five (5) working days of receiving your request.

Issuing & Re-issuing Certificates or Statement of Attainment

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Aurora Training and Professional Services and other RTOs in the Standards for RTOs 2015.

If for some reason Aurora Training and Professional Services ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

Should you require a replacement copy of certification issued by Aurora Training and Professional Services they can apply to have an additional copy(ies) by contacting Student Services and requesting a replacement. Requests for replacement copies of transcript, certificate or Statement of Attainment will incur an administrative charge as detailed on our website, Fees & Charges. Strict identification requirements are in place to ensure authenticity of the student. Re-issuing of certification will be undertaken within five working days, once all checks are undertaken.

Legislation and regulation governing Aurora Training and Professional Services

Aurora Training and Professional Services is subject to a variety of legislative and regulatory requirements as they relate to training and assessment products and services. Current legislation that effects our operations includes but is not limited to the legislation listed below:

Harassment and Discrimination Policy

Aurora Training and Professional Services is required under Australian law to ensure that that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and candidates feel valued, respected and are treated fairly.

Harassment can be any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the candidate's or any other relevant person's environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

If you consider that you have been harassed, you should let the other party know that their behaviour is objectionable and that the behaviour should not be repeated. In an instance where you do not feel comfortable talking to the other party or that party continues with the behaviour, you should speak to your Trainer or the Aurora Training and Professional Services CEO through contacting Aurora Training and Professional Services office.

The right to lodge a formal complaint of misconduct against the harassing person is available. All staff at Aurora Training and Professional Services are made aware of their responsibilities in relation to discrimination and harassment. All forms of harassment and unacceptable behaviour, both overtly and covertly, are not tolerated within any Aurora Training and Professional Services environment and includes:

Racial Harassment

This may occur when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment

This is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Discrimination

Discrimination is identified as treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation.

Bullying

Bullying is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying can verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Victimisation

It is against the law for anyone to hassle you or treat you unfairly because you have made a complaint or for providing evidence or information for a complaint. This is known as victimisation.

Victimisation is unacceptable and will not be tolerated. It is dealt with under the Discipline Policy and Procedure.

Anti-Discrimination Legislation

The following Acts make it illegal to discriminate against people in employment based on gender, gender preference, race, skin colour, disabilities and religious beliefs:

- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.

For information on the Acts and State/Territory specific information, please refer to the table below.

Harassment and Complaints Reporting Processes

When Aurora Training and Professional Services management are informed of any harassment or discrimination, we have the responsibility to take immediate and appropriate action to address it.

- In dealing with all complaints, the privacy of all individuals should be respected, and their confidentiality maintained.
- Whenever possible, all complaints will be resolved by discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.
- Students should not make any frivolous or malicious complaints.
- If deemed appropriate, Aurora Training and Professional Services management will report offences to the police.

National Vocational Education and Training Regulator Act 2011

(Administered by the Australian Skills Quality Authority)

This Act sets out the constitutional roles and functions of the Australia Skills Quality Authority, including those relating to the registration of training organisations, and accreditation of courses.

Privacy Act 1998 as Amended

For further information concerning the release of “personal information” please see below.

Freedom of Information Act 1982

The *Freedom of Information Act 1982* gives the public the right to request access to documents held by most commonwealth government departments and agencies including the Department of Education and Workplace Relations. The public are also able to ensure that records held by the Government concerning their personal affairs are not incomplete, incorrect, out of date or misleading. Individual states and territories also have state-based freedom of information legislation that applies to those state or territories.

Code of Conduct

Introduction

Aurora Training and Professional Services is committed to providing a level of service to its clients that demands high ethical behaviour at all times. Training is a personal service that requires staff and sub-contractors to act in a responsible manner at all times. The rights, needs and wishes of clients must always be respected.

Application of the Code of Conduct

Aurora Training and Professional Services has a code of conduct for its staff and students that must be adhered to at all times. The Chief Executive Officer has the responsibility to bring this code of conduct to the notice of all staff and students, and ensure it is adhered to. The management of Aurora Training and Professional Services will deal with breaches of the code of conduct. Performance appraisal, where implemented, will include consideration of the code of conduct.

Basic Principles of Conduct

It is expected that staff and students will work in a manner which displays respect for others and for personal and company property. It is also expected they will show diligence in their work, honesty in all dealings with each other and other parties, and respect for the privacy of others. Staff and students will conduct themselves in a manner which respects the laws of Australia, including the states and the regulations of statutory bodies. The policies and procedures of Aurora Training and Professional Services also form an important part of the code of conduct.

It is expected that all staff and contractors will:

- Communicate with all students, colleagues and stakeholders in a manner that displays professionalism, courtesy and respect
- Work to the best of their ability at all times.
- Take reasonable steps to ensure there is adequate protection of confidential information.
- Comply with intellectual property guidelines.
- Ensure the safety of colleagues and students by reporting any matters that may threaten the safety of others or that may pose a risk of damage to property.
- Conduct their assessment and training duties in accordance with the requirements of their position and in accordance with the learning materials, training package requirements and other guidelines for the qualification.
- Deliver training fairly and courteously to all students without bias or prejudice.
- Provide assessment and feedback in accordance with Aurora Training and Professional Services' policies and procedures.
- Provide support and educational guidance to students in a timely and responsive manner.
- Perform their work duties diligently and provide reports and feedback to the manager as requested.
- Be available for staff meetings, professional development and training updates
- Provide for the accurate retention of records as required by the training organisation.
- Act in accordance with relevant laws and agreements that are applicable to Aurora Training and Professional Services.
- Comply with any lawful and reasonable direction given by a person who has authority to give such a direction.
- Report fraud or corrupt conduct to the Chief Executive Officer of Aurora Training and Professional Services or external authorities.

- Observe legislation and Aurora Training and Professional Services policies in relation to discrimination on the grounds of gender, sexuality, race, religion, age, disability and/or marital status.
- Provide a safe workplace free from bullying and intimidation. If bullying is experienced or witnessed, it should be reported to Management of Aurora Training and Professional Services as soon as possible.
- Take reasonable steps to avoid any conflict of interest (actual, perceived or potential) in connection with the operation of Aurora Training and Professional Services and its delivery of training.
- Conflicts of interest, actual, perceived or potential, cannot always be avoided. Where this is the case, the Code of Conduct requires employees/subcontractors to disclose details of any material personal interest of the employee/contractor in connection with the operations of Aurora Training and Professional Services and its delivery of training.

A trainer or assessor is expected to:

- Be aware of current trends and practices in the industry in which they deliver.
- Provide students with information about requirements for assessment in each unit or subject and give feedback to students about their progress.
- Be prepared to negotiate assessments in recognition of the diverse needs of learners.
- Refer to, and adhere to, the policies and procedures of Aurora Training and Professional Services for all dealings with clients and stakeholders.
- Keep clear and accurate records of all training and assessment and make them available to the Training Operations Manager at any time.
- Attend staff meetings and professional development, as required.
- Maintain current knowledge of the Vocational Training Industry as it applies to trainers and assessors.
- Report any issues arising through dealings with students or stakeholders that Aurora Training and Professional Services should be aware of.
- Monitor the currency of the Training Package that they work with to ensure delivery is compliant.
- Not gain, or seek to gain, a benefit or an advantage from an employee, contractor or any other person associated with Aurora Training and Professional Services.

Students and Clients:

In assisting with the provision of a conducive learning environment for all course participants, the following rights and responsibilities are to be observed by all students:

- Ensure arrival on time for any face-to-face teaching, to return by the stated times after breaks and not to leave early without prior notice and good reason.
- Leave training facilities clean and tidy.
- Ensure an understanding of the requirements for the assessment of the course or unit.
- Check holidays, business commitments etc. do not clash with examinations.
- Notify Aurora Training and Professional Services of any change in address or personal details.
- Maintain a high standard of behaviour whilst undertaking educational activities and refraining from any activities that may result in damage to property or unduly interfering with the comfort or convenience of other participants.
- Refrain from behaviour that may disrupt or interfere with the teaching or learning of others.

- Observe all safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment.
- Take responsibility to identify and tell staff about any individual learning needs they have.
- Keep the trainer and coordinators informed of any difficulties that may be interfering with their learning or where they may need some extra assistance.
- Check the assessment requirements for each subject including due dates and number of assignments.
- Be aware of, and meet, the trainer's individual expectations in relation to submitting assignments, attendance, communication, negotiation and problem-solving strategies.
- Be aware of, and comply with, the Aurora Training and Professional Services' policies that may affect students.
- Conduct themselves appropriately at all times whilst a student is with Aurora Training and Professional Services.

Unacceptable behaviour

Unacceptable behaviour from Aurora Training and Professional Services Staff, Contractors and Students includes:

- Disobeying any reasonable direction by a management or WST approved representative (eg Trainer/Assessor)
- Discrimination, harassment and victimisation
- Bullying and intimidation. This includes malicious gossip, demeaning remarks or consistent sarcasm or spiteful comments directed at other individuals in the workplace or classroom. This includes comments or posts in social media that are aimed at colleagues, students or management.
- Behaving in a manner that is disruptive or unacceptable. This includes yelling at another person, making threatening gestures or using offensive language (including swearing) that is inappropriate or may cause another person to feel unsafe, frightened or threatened
- Making racist or sexist comments.
- Disrupting the workplace or classroom in a way that causes unnecessary stress or distress to others and reduces harmony within the workplace or classroom.
- Viewing or distributing offensive material via the internet, email or other means
- Illegal use of drugs or alcohol
- Vandalism or causing willful damage to property of the RTO or other organisations
- Endangering the safety of self or others

All students who enrol with Aurora Training and Professional Services are bound by Aurora Training and Professional Services' policies and procedures and Code of Conduct. Any breaches to the policies, procedures and Code of Conduct are dealt with under Aurora Training and Professional Services' Disciplinary Policy and Procedure, which each student must obey as a condition of their enrolment.

Students must follow all safety rules, directions and instructions given by any person acting on behalf of Aurora Training and Professional Services. Where a threat or a risk is identified, this may result in a temporary exclusion from a class until the threat or risk is negated.

| National Legislation / Regulator Act | Link |
|--|---|
| Age Discrimination Act 2004 | https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page. |
| Apprenticeship and Traineeship Act 2001 | NSW - http://www.legislation.nsw.gov.au/maintop/view/inforce/act+80+2001+cd+0+N QLD - https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngA14.pdf |
| Competition and Consumer Act 2010 | https://www.legislation.gov.au/Series/C2004A00109 |
| Copyright Act 1968 | https://www.legislation.gov.au/Series/C1968A00063 |
| Disability Discrimination Act 1992 | https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page. |
| Disability Standards for Education 2005 | https://www.legislation.gov.au/Series/F2005L00767 |
| Equal Employment Opportunity (Commonwealth Authorities) Act 1987 | https://www.legislation.gov.au/Series/C2004A03429 For State/Territory specific information please go to http://www.business.gov.au/business-topics/employing-people/Pages/equal-employment-opportunity-and-anti-discrimination.aspx and select the relevant State/Territory |
| Fair Trading | http://www.business.gov.au/business-topics/selling-products-and-services/fair-trading/Pages/fair-trading-laws.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page |
| Freedom of Information Act 1982 | https://www.legislation.gov.au/Series/C2004A02562 |
| Freedom of Information Amendment (Reform) Act 2010 | https://www.legislation.gov.au/Series/C2010A00051 |
| Higher Education Support Act 2003 | https://www.legislation.gov.au/Series/C2004A01234 |
| National Vocational Education and Training Regulator Act 2011 | https://www.comlaw.gov.au/Series/C2011A00012 |
| Privacy Act 1988 | https://www.legislation.gov.au/Series/C2004A03712 |
| Privacy Amendment (Enhancing Privacy Protection) Act 2012 | https://www.legislation.gov.au/Series/C2012A00197 |
| Racial Discrimination Act 1975 | https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page. |

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| Safe Work Australia Act 2008 | https://www.comlaw.gov.au/Details/C2014C00495 For State/Territory Specific Regulator information please go to http://www.safeworkaustralia.gov.au/sites/SWA and select the relevant State / Territory |
| Sex Discrimination Act 1984 | https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page. |
| Specific legislation noted in course materials | |
| Student Identifiers Act 2014 Student Identifiers Regulation 2014 | https://www.comlaw.gov.au/Details/C2014A00036 https://www.comlaw.gov.au/Details/F2014L01204 |
| Unique Student Identifier (USI) | www.usi.gov.au |
| Vocational Education and Training (VET) Quality Framework | Standards for Registered Training Organisations (RTOs) 2015 https://www.comlaw.gov.au/Details/F2014L01377 Australian Qualification Framework www.aqf.edu.au Financial Viability Risk Assessment Requirements https://www.comlaw.gov.au/Details/F2011L01405 Data Provision Requirements 2012 https://www.comlaw.gov.au/Details/F2013L00160 ASQA general directions http://asqa.gov.au/news-and-publications/publications/general-directions/general-directions.html |
| Work Health and Safety Act 2011 | https://www.legislation.gov.au/Series/C2011A00137 For State/Territory specific information on WHS Acts, Regulations and Codes of practice please go to http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx and select the information you seek as per the State/Territory listed. |